

QUESTION & ANSWER ACKNOWLEDGEMENT FORM

TALLAHASSEE COMMUNITY COLLEGE
444 Appleyard Drive
Tallahassee, Florida 32304-2895
850.201.8520
www.tcc.fl.edu/purchasing

Proposal No: ITN 2022-08

Proposal Title: Banking Services

Proposal Due Date: October 13, 2022 @ 1:45

Proposal Opening: October 13, 2022 @ 2:00

Date: September 30, 2022

THIS FORM CONTAINS QUESTIONS SUBMITTED BY PROSPECTIVE RESPONDENTS AND THE COLLEGE'S ANSWERS.

RESPONDENT: Amy Bradbury, Director of Financial Services

BY: September 30, 2022

ADDRESS: Tallahassee Community College

PHONE: 850.201.8520

Question From	Mauricio Behar - Truist																																																
Question #1	Please provide the three most recent months of Account Analysis Statements.																																																
Answer #1	<p>The current bank statements are in a format that provides detailed payee and supplier information that cannot be shared for purposes of this ITN. The following chart shows the general account balances and activity for the last three months:</p> <table border="1"> <thead> <tr> <th></th> <th>Aug 2022</th> <th>July 2022</th> <th>June 2022</th> </tr> </thead> <tbody> <tr> <td colspan="4">Credits - Electronic Deposits</td> </tr> <tr> <td>• Number</td> <td>335</td> <td>339</td> <td>457</td> </tr> <tr> <td>• Amount</td> <td>\$10,245,673.99</td> <td>\$10,991,917.64</td> <td>\$12,217,666.15</td> </tr> <tr> <td colspan="4">Debits – Electronic Debits</td> </tr> <tr> <td>• Number</td> <td>406</td> <td>452</td> <td>433</td> </tr> <tr> <td>• Amount</td> <td>\$8,056,250.68</td> <td>\$11,200,305.87</td> <td>\$14,588,632.09</td> </tr> <tr> <td colspan="4">Checks Paid</td> </tr> <tr> <td>• Number</td> <td>108</td> <td>97</td> <td>112</td> </tr> <tr> <td>• Amount</td> <td>\$1,625,576.26</td> <td>\$1,019,555.15</td> <td>\$598,713.75</td> </tr> <tr> <td>Total Debits</td> <td>\$9,681,826.94</td> <td>\$12,219,861.02</td> <td>\$15,187,345.84</td> </tr> <tr> <td>Average Daily Ledger Balance</td> <td>\$7,615,037.19</td> <td>\$7,568,694.75</td> <td>\$10,867,468.01</td> </tr> </tbody> </table>		Aug 2022	July 2022	June 2022	Credits - Electronic Deposits				• Number	335	339	457	• Amount	\$10,245,673.99	\$10,991,917.64	\$12,217,666.15	Debits – Electronic Debits				• Number	406	452	433	• Amount	\$8,056,250.68	\$11,200,305.87	\$14,588,632.09	Checks Paid				• Number	108	97	112	• Amount	\$1,625,576.26	\$1,019,555.15	\$598,713.75	Total Debits	\$9,681,826.94	\$12,219,861.02	\$15,187,345.84	Average Daily Ledger Balance	\$7,615,037.19	\$7,568,694.75	\$10,867,468.01
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Question #2	What are monthly average collected balances?																																																
Answer #2	Annual estimate of payments received are provided on page 29.																																																
Question #3	What is your current Earnings Credit Rate and Interest Rate.																																																
Answer #3	Rates are variable.																																																
Question #4	When was the last time that your rates changed?																																																
Answer #4	unknown																																																
Question #5	Will TCC subsequently be issuing an RFP for Investment Services for the TCC Foundation?																																																
Answer #5	No. The TCC Foundation is a separate legal entity.																																																
Question #6	Will Commercial Card services be a part of the ITN?																																																
Answer #6	No																																																
Question #7	If so, can we obtain a Vendor List with Spend amounts?																																																

Answer #7	No. Annual accounts payment information, both count and amounts are available on page 29.
Question #8	What are the spend amounts for paying vendors?
Answer #8	Annual account payable information is available on page 29.
Question #9	What are the spend amounts for travel cards?
Answer #9	Not applicable.
Question #10	How many travelers do you have?
Answer #10	Not applicable.
Question #11	What accounting software are you using?
Answer #11	Workday
Question #12	How many checks are being cut per month?
Answer #12	Annual check count is available on page 29.
Question #13	Are you using third party software for an expense management tool such as Concur?
Answer #13	No.
Question #14	What is your process for paying vendors now?
Answer #14	Check, Wires, EFT's and Direct Deposits are processed through Workday (ERP system).
Question #15	Employee & Student Benefits. What student benefits are currently being provided. What additional employee and student benefits would TCC be interested in?
Answer #15	Account guarantee. Additional benefits are a component of the proposal to be submitted. Please detail benefits to be made available.
Question #16	Branches – What branch services are currently being provided and what additional services are you looking for?
Answer #16	Primarily deposit services. Services are a component of the proposal to be submitted. Please detail services to be made available.
Question #17	Payroll Check Services – Is this referring to regular Direct Deposit of Payroll or are other services needed?
Answer #17	Payroll is a separate account that is a ZBA with the general operating account guaranteeing payment.
Question #18	ATM – Please provide transaction volume history on existing ATM.
Answer #18	This information is not available as TCC does not own these machines.
Question #19	Is TCC expecting a swap of ATM in existing location? Is that location under cover? Is ATM street facing, or is it a drive up?
Answer #19	Yes. The ATM is located on the outside of our student union building and is under cover. It is not street facing and is not a drive-up.
Question #20	Please provide recent 3 months of Merchant Processing Statements. <ul style="list-style-type: none"> a. If unable to provide statements, what is the College's annual processing dollar volume, broken down by card type? b. What is the College's average transaction amount, and highest individual transaction amount?

Answer #20	<p>a.</p> <table border="1"> <thead> <tr> <th></th> <th>Mastercard/VISA</th> <th>Discover</th> <th>Amex</th> </tr> </thead> <tbody> <tr> <td>QTR1</td> <td>2,122,670</td> <td>84,370</td> <td>332,600</td> </tr> <tr> <td>QTR2</td> <td>802,760</td> <td>27,555</td> <td>88,560</td> </tr> <tr> <td>QTR3</td> <td>1,403,000</td> <td>52,275</td> <td>183,600</td> </tr> <tr> <td>QTR4</td> <td>1,304,925</td> <td>65,990</td> <td>200,670</td> </tr> </tbody> </table> <p>b. Average is estimated at \$1,500, highest individual transaction amount is \$7,200.</p>		Mastercard/VISA	Discover	Amex	QTR1	2,122,670	84,370	332,600	QTR2	802,760	27,555	88,560	QTR3	1,403,000	52,275	183,600	QTR4	1,304,925	65,990	200,670
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Question #21	How many Merchant IDs does the College have?																				
Answer #21	Currently the College has 7, but negotiable.																				
Question #22	Please describe how you are currently processing card payments today. (Name & Version of the City's Terminals, Software, Gateways, Web, etc.)																				
Answer #22	Transact: Model card reader: INGENICO LANE 3000 (8 devices) and online gateway Evalon: model card reader Verifone 510-LE (9 devices)																				
Question #23	Are you looking to upgrade or change the system you currently use to process credit & debit card transactions? a. If yes, what will that look like?																				
Answer #23	Transact is our primary cashiering system and merchant card processor at this time. Merchant card services are included in the scope of the ITN allowing the College to pursue alternate systems as needed.																				
Question #24	If the College is currently using terminals: a. Does the College use a dedicated phone line or the Internet/Ethernet for the credit card machines? b. Do the College's terminals integrate with Software and/or a Gateway or are they stand alone? If they integrate what name and version is the Software and/or Gateway? c. Does the College want terminals that connect via phone, IP or Wi-Fi? d. Does the College have a need for wireless terminals?																				
Answer #24	a. Yes b. Transact, Evalon c. IP and Wi-Fi d. Yes																				
Question #25	What percentage of your transactions are Card Present? And Card Not Present?																				
Answer #25	12% / 88% (online)																				
Question #26	Does the College accept Advanced Payment by Credit Card and if so, what is the timeframe from authorization to use?																				
Answer #26	No																				
Question #27	What are your concerns with the College's current provider?																				
Answer #27	None																				
Question #28	Is the College's currently charging or using a Convenience Fee service? a. If yes, which locations charge it? b. If yes, what % or \$ are you charging?																				

	c. If yes, are you or do you have a 3 rd party managing the Convenience Fees?
Answer #28	<p>a. Online payments only</p> <p>b. 2.75%</p> <p>c. Transact</p>
Question #29	Is the College EMV compliant?
Answer #29	Yes
Question #30	Is the College PCI compliant? If no, what steps are being made by the College to become compliant?
Answer #30	Yes
Question From	Michele Pellino – Capital City Bank
Question #1	<p>Page 17, section #4, can TCC please clarify the following Specific Services:</p> <ul style="list-style-type: none"> ○ Data Security –please clarify any requirements and/or specific information TCC is looking at to satisfy this requirement. ○ Data Transmissions, Premium BAI2 Statements – how is TCC currently utilizing these services with the current banking provider? Are there specific data transmission capabilities that TCC will require? ○ Payroll Check Services – is TCC looking for a payroll provider, check cashing services or simply the ability to provide customary clearing of payroll checks through a TCC account? ○ Overdraft Protection – can TCC please clarify under what circumstances the accounts might become overdrawn?
Answer #1	<ul style="list-style-type: none"> ● Data security – also listed on Page 18 Privacy and Record Retention. Payment information may include information (ex: social security numbers) that would be redacted from public record requests. The Proposer should detail information regarding policies to safeguard information received. ● Data Transmissions – BAI2 files are received daily through established Workday SFTP file integrations. ● Payroll Check Services – customary clearing of payroll checks through a TCC account. ● Overdraft Protection – TCC maintains account balances and transfers funds as needed, but regardless payments should not be declined. Proposer should confirm and/or detail availability of overdraft protection services.
Question #2	Page 18, Student Benefits & ATM – are these required services for the Respondent to provide? Under what circumstances would a respondent be considered if they were not able to perform one of those functions?
Answer #2	These are required services. Circumstances would depend on other responses.
Question #3	Would the college allow ARC/POP/BOC services to be provided by a partner?
Answer #3	The ITN is related to the payments being received by the Proposer.
Question #4	Please clarify wire transfer and ACH Volume.
Answer #4	Volume is stated on Page 29. Wire transfers are primarily payments from Federal entities. ACH are primarily online payments from customers and students.
Question #5	If available, we would like to review copies of bank statements, Account Analysis statements, Investment Statements, and Merchant Services Statements.

Answer #5	The current bank statements are in a format that provides detailed payee and supplier information that cannot be shared for purposes of this ITN. The following chart shows the general account balances and activity for the last three months:			
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Question From	Glenna Thompson – Bank of America																				
Question #1	Who is the current Merchant Acquirer and when does your contract expire?																				
Answer #1	Wells Fargo, December 31, 2022.																				
Question #2	What is the annual volume of credit card payments accepted today by card type?																				
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Question #3	What is the annual number of credit card transactions processed today by card type?																				
Answer #3	30,000; Amex: 1,750; Discover: 700; Mastercard/Visa: 27,550																				
Question #4	Is Pin debit transactions accepted today if so please provide the annual volume and number of transactions accepted?																				
Answer #4	No																				

Question #5	What acceptance methods, face-to-face, phone, Web, IVR and/or recurring are used today by each location?
Answer #5	Online, in-person
Question #6	What stand-alone credit card terminals are used today, the number of each, manufacturer, make and model and if owned, rented or leased?
Answer #6	Combination of leased and owned. Transact: Model card reader: INGENICO LANE 3000 (8 devices) and online gateway Evalon: model card reader Verifone 510-LE (9 devices)
Question #7	If any location is using a POS systems provide the company name, product name, and version, including service packs of each system?
Answer #7	POS systems are not a component of this ITN.
Question #8	If any of the POS systems use a third-party payment software/middleware application, provide the company name, product name and version, including service packs of each software and the POS system it is used with?
Answer #8	POS systems are not a component of this ITN.
Question #9	If any of the POS systems use a third-party payment gateway, provide the company name, product name and the POS System it is used with?
Answer #9	POS systems are not a component of this ITN.
Question #10	If a third-party payment gateway is used for web payment processing, provide the company name and product name of the gateway and areas using this acceptance type?
Answer #10	Transact
Question #11	Given that bidder's responses really need to be delivered on Wednesday, October 5 th to ensure timely delivery to the Purchasing Department and TCC does not plan to respond to bidder's questions until Friday, September 30 th (which only give bidders two business days to consider TCC responses, complete a fees schedule based on analysis statements, and incorporate appropriately), would TCC be amenable to a reasonable extension of the due date?
Answer #11	Yes. Addendum 1 reflects an extended due date. Proposals must include Attachment F – Addendum Acknowledgement Form(s).
Question #12	Please clarify/confirm if TCC requires the original to be a paper copy with 2 USB (flash drive to include all required documentation)?
Answer #12	USB drives only are required.
Question #13	Please provide a list of your current accounts with their purpose (i.e. Concentration, Payroll, Accounts Payables, etc.)
Answer #13	General Accounts Payables Payroll FSA (health savings account) Money Market (investment)
Question #14	To provide the most competitive fee schedule it's imperative that bidders be provided at least three months of average analysis statements that include services, unit volume, unit price, balances, and rate. What is currently provided in the ITN is not sufficient enough information.

Answer #14	<p>The current bank statements are in a format that provides detailed payee and supplier information that cannot be shared for purposes of this ITN. The following chart shows the general account balances and activity for the last three months:</p> <table border="1" data-bbox="386 310 1437 1144"> <thead> <tr> <th></th> <th>Aug 2022</th> <th>July 2022</th> <th>June 2022</th> </tr> </thead> <tbody> <tr> <td colspan="4">Credits - Electronic Deposits</td> </tr> <tr> <td>• Number</td> <td>335</td> <td>339</td> <td>457</td> </tr> <tr> <td>• Amount</td> <td>\$10,245,673.99</td> <td>\$10,991,917.64</td> <td>\$12,217,666.15</td> </tr> <tr> <td colspan="4">Debits – Electronic Debits</td> </tr> <tr> <td>• Number</td> <td>406</td> <td>452</td> <td>433</td> </tr> <tr> <td>• Amount</td> <td>\$8,056,250.68</td> <td>\$11,200,305.87</td> <td>\$14,588,632.09</td> </tr> <tr> <td colspan="4">Checks Paid</td> </tr> <tr> <td>• Number</td> <td>108</td> <td>97</td> <td>112</td> </tr> <tr> <td>• Amount</td> <td>\$1,625,576.26</td> <td>\$1,019,555.15</td> <td>\$598,713.75</td> </tr> <tr> <td>Total Debits</td> <td>\$9,681,826.94</td> <td>\$12,219,861.02</td> <td>\$15,187,345.84</td> </tr> <tr> <td>Average Daily Ledger Balance</td> <td>\$7,615,037.19</td> <td>\$7,568,694.75</td> <td>\$10,867,468.01</td> </tr> </tbody> </table>		Aug 2022	July 2022	June 2022	Credits - Electronic Deposits				• Number	335	339	457	• Amount	\$10,245,673.99	\$10,991,917.64	\$12,217,666.15	Debits – Electronic Debits				• Number	406	452	433	• Amount	\$8,056,250.68	\$11,200,305.87	\$14,588,632.09	Checks Paid				• Number	108	97	112	• Amount	\$1,625,576.26	\$1,019,555.15	\$598,713.75	Total Debits	\$9,681,826.94	\$12,219,861.02	\$15,187,345.84	Average Daily Ledger Balance	\$7,615,037.19	\$7,568,694.75	\$10,867,468.01
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Question #15	Does Wells Fargo currently charge TCC for Deposit Bank Assessment formerly known as FDIC?																																																
Answer #15	Yes																																																
Question #16	Please provide 12-months of average monthly balance history.																																																
Answer #16	Average monthly balance for FY22 is \$8,505,775.60 for the General account.																																																
Question #17	Does TCC currently utilize Earnings Credit Rate (ECR) or receive hard dollar interest?																																																
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Question #20	Does TCC own or lease/rent their Merchant Service terminals/equipment?
Answer #20	Combination of own and lease.
Question #21	What type of Merchant Services terminals does TCC utilize?
Answer #21	Transact: Model card reader: INGENICO LANE 3000 (8 devices) and online gateway Evalon: model card reader Verifone 510-LE (9 devices)
Question #22	Please provide 12 – months of ATM transaction volumes.
Answer #22	Information is not available as TCC does not own these machines.
Question #23	Does TCC currently have Overdraft Protection? If so, what is your current overdraft limit?
Answer #23	Yes. Limit unknown.
Question #24	Does TCC currently utilize an Armored Courier? If so, who is your provider?
Answer #24	No.
Question #25	If TCC utilizes an Armored Courier is this contract held separate from banking? If so, when does it expire?
Answer #25	Not applicable.
Question #26	Does TCC utilize ACH Positive Pay or ACH Blocks/Filters
Answer #26	Yes. Both services.
Question #27	Does TCC utilize Safekeeping /Custodial Services? If so, please provide 3 months of average statements.
Answer #27	No, we do not use safe keeping or custodial services.
Question #28	Does TCC utilize Controlled Disbursement to determine daily cash position?
Answer #28	Not at this time.
Question #29	May we provide a link to our Financial Statements?
Answer #29	Yes.
Questions From	Hancock Whitney Bank
Question #1	Would a bank that is not federally or State of Florida chartered but has banking facilities in the city limits of Tallahassee and is a Qualified Public Depository with the State of Florida be allowed to bid? If so, will the College issue an Addendum reflecting this?
Answer #1	No.
Question #2	Is an ATM on campus a requirement?
Answer #2	Yes.
Question #3	Is the College currently using Earnings Credit Rate to offset service fees? If so, what is the rate the College is currently receiving?
Answer #3	Yes. Rate unknown.

Question #4	Are bank supplies currently provided to the College at no cost? Please provide supplies used along with annual volumes.
Answer #4	No. Supplies are not a component of this ITN.
Question #5	Please provide the average ledger balance for each account for 1 year along with the current interest rate.
Answer #5	General \$8,505,775 Payroll \$0 FSA \$35,000 Money Market: \$16,294,229
Question #6	Page 17 - 4) Specific Services - Data Security – Please define what is included with this service.
Answer #6	Data security – also listed on Page 18 Privacy and Record Retention. Payment information may include information (ex: social security numbers) that would be redacted from public record requests. The Proposer should detail information regarding policies to safeguard information received.
Question #7	Page 17 - 4) Specific Services - Mobile Banking Services – Does the College make deposits through the Mobile Banking App. What services are included?
Answer #7	The College does not utilize this service at this time.
Question #8	Page 17 - 4) Specific Services - Controlled Disbursement Accounts – Does the College receive total dollar amount clearing that day on the disbursement account? If yes, at what time and what is included?
Answer #8	Do not currently have an active controlled disbursement account.
Question #9	Page 17 - 4) Specific Services - Payroll Check Services - Please define what is included with this service.
Answer #9	Currently process payroll through ERP system (Workday).
Question #10	Page 17 - 4) Specific Services - Loose Coin Deposits are listed, however, no dollar amount is listed on Estimated Annual Activity on page 28. Please provide estimated amount.
Answer #10	Monthly deposits.
Question #11	Page 28 - Estimated Annual Activity - Cash/coin deposits – what is the dollar amount deposited per year in cash and coin? How is it delivered to the bank?
Answer #11	Primarily \$20,000 annually from coin copier and laundry service within dorms. Delivered in deposit bag.
Question #12	Page 28 - Estimated Annual Activity - Payroll Services – Is this ACH Origination by the College? How does the College send the file to the bank? Through the Bank’s secure Website or SFTP transmission? How many ACH Return Items or Notification of change items are received per year?
Answer #12	Yes. SFTP transmission. We have minimal returns utilizing Pre-Note verification.
Question #13	Page 28 - Estimated Annual Activity - ACH Services: Please define ACHARC/ACHPOP transactions. Are these sent by the College?
Answer #13	Only started using these services in the past 60 days using our Transact cashiering services.
Question #14	Page 28 - Estimated Annual Activity - Account Reconciliation: BAI2 Statement File – does the College receive a BAI2 file daily for each account?
Answer #14	Yes.

Question #15	Page 28 - Estimated Annual Activity – Does the College use the BAI2 file to integrate with Workday? What other services does the College utilize to connect with TCC’s ERP/Transact Cashiering systems?																																																
Answer #15	Utilizing SFTP transmissions, we currently receive BAI2 files, and send pre-note, positive pay and ACH transactions.																																																
Question #16	Page 28 - Estimated Annual Activity - Please provide 3 months of account analysis and bank statements for each account.																																																
Answer #16	<p>The current bank statements are in a format that provides detailed payee and supplier information that cannot be shared for purposes of this ITN. The following chart shows the general account balances and activity for the last three months:</p> <table border="1"> <thead> <tr> <th></th> <th>Aug 2022</th> <th>July 2022</th> <th>June 2022</th> </tr> </thead> <tbody> <tr> <td colspan="4">Credits - Electronic Deposits</td> </tr> <tr> <td>• Number</td> <td>335</td> <td>339</td> <td>457</td> </tr> <tr> <td>• Amount</td> <td>\$10,245,673.99</td> <td>\$10,991,917.64</td> <td>\$12,217,666.15</td> </tr> <tr> <td colspan="4">Debits – Electronic Debits</td> </tr> <tr> <td>• Number</td> <td>406</td> <td>452</td> <td>433</td> </tr> <tr> <td>• Amount</td> <td>\$8,056,250.68</td> <td>\$11,200,305.87</td> <td>\$14,588,632.09</td> </tr> <tr> <td colspan="4">Checks Paid</td> </tr> <tr> <td>• Number</td> <td>108</td> <td>97</td> <td>112</td> </tr> <tr> <td>• Amount</td> <td>\$1,625,576.26</td> <td>\$1,019,555.15</td> <td>\$598,713.75</td> </tr> <tr> <td>Total Debits</td> <td>\$9,681,826.94</td> <td>\$12,219,861.02</td> <td>\$15,187,345.84</td> </tr> <tr> <td>Average Daily Ledger Balance</td> <td>\$7,615,037.19</td> <td>\$7,568,694.75</td> <td>\$10,867,468.01</td> </tr> </tbody> </table>		Aug 2022	July 2022	June 2022	Credits - Electronic Deposits				• Number	335	339	457	• Amount	\$10,245,673.99	\$10,991,917.64	\$12,217,666.15	Debits – Electronic Debits				• Number	406	452	433	• Amount	\$8,056,250.68	\$11,200,305.87	\$14,588,632.09	Checks Paid				• Number	108	97	112	• Amount	\$1,625,576.26	\$1,019,555.15	\$598,713.75	Total Debits	\$9,681,826.94	\$12,219,861.02	\$15,187,345.84	Average Daily Ledger Balance	\$7,615,037.19	\$7,568,694.75	\$10,867,468.01
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Question #17	Page 28 - Estimated Annual Activity - How many deposits do you receive for merchant service processing? Does this proposal include Merchant Services?																																																
Answer #17	Daily deposits. Merchant services is included in the scope of the ITN.																																																
Question #18	Page 30 – Please confirm what the College is requesting reference Overdraft Protection.																																																
Answer #18	TCC maintains account balances and transfers funds as needed, but regardless payments should not be declined. Proposer should confirm and/or detail availability of overdraft protection services.																																																
Question #19	Page 33 – Secondary Services - NSF Collection – please confirm, is this the redeposit of NSF checks a second time.																																																
Answer #19	Confirm.																																																
Question #20	Page 33 – Secondary Services - Privacy and Record Retention – Will the College be needing long-term access to deposited checks and checks written?																																																

Answer #20	To meet record retention policies with the state, access for at least 7 years is required.																				
Question #21	Merchant Services - How many departments within the College are accepting credit/debit card payments?																				
Answer #21	Currently 7 departments. This may expand with mobile services.																				
Question #22	Merchant Services -How many merchant identification numbers (MIDs) /department?																				
Answer #22	Currently the College has 7, but negotiable.																				
Question #23	Merchant Services -Does each department accepting card payments maintain their own agreement with merchant processors? Or, does each department have to use the same provider and payment acceptance system?																				
Answer #23	Currently the College has multiple systems. The primary system is Transact.																				
Question #24	Merchant Services -How many payment devices/systems are being used per department? What is the make and model of the payment devices and/or names of the payment systems being used?																				
Answer #24	Transact: Model card reader: INGENICO LANE 3000 (8 devices) and online gateway Evalon: model card reader Verifone 510-LE (9 devices)																				
Question #25	Merchant Services -What are the payment channels being used by the College: a. In person payments? b. Card not present payments such as over the phone, by mail or through a website? c. Mobile?																				
Answer #25	In person, online. We do not accept cards by mail or phone.																				
Question #26	Merchant Services -Is the College processing PIN debit transactions?																				
Answer #26	No.																				
Question #27	Merchant Services -Are convenience or service fees being collected today? If so, which channels are charging a convenience or service fee?																				
Answer #27	Convenience fees are processed by Transact for online payments only.																				
Question #28	Merchant Services -What is the convenience or service fee amount per channel?																				
Answer #28	2.75%																				
Question #29	Merchant Services -Please provide 3 months' worth of merchant processing statements per merchant identification number (MID).																				
Answer #29	<table border="1"> <thead> <tr> <th></th> <th>Mastercard/VISA</th> <th>Discover</th> <th>Amex</th> </tr> </thead> <tbody> <tr> <td>QTR1</td> <td>2,122,670</td> <td>84,370</td> <td>332,600</td> </tr> <tr> <td>QTR2</td> <td>802,760</td> <td>27,555</td> <td>88,560</td> </tr> <tr> <td>QTR3</td> <td>1,403,000</td> <td>52,275</td> <td>183,600</td> </tr> <tr> <td>QTR4</td> <td>1,304,925</td> <td>65,990</td> <td>200,670</td> </tr> </tbody> </table>		Mastercard/VISA	Discover	Amex	QTR1	2,122,670	84,370	332,600	QTR2	802,760	27,555	88,560	QTR3	1,403,000	52,275	183,600	QTR4	1,304,925	65,990	200,670
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Question #30	Merchant Services –Does the College require card payment activity to be reconciled with any accounting software? If yes, what is the name of your accounting system?																				
Answer #30	Workday																				
Questions From	Lynn Nieves – Wells Fargo																				

Question #1	When it comes to the ATM section on page 18, please provide additional detail. For example, is the College requesting to add more ATMs and at other campuses, etc.
Answer #1	Additional ATMs is a component of Optional Services (page 19)
Question #2	Please provide the pricing pages to be completed in MS Excel format.
Answer #2	Charts are posted on website in MSWord format. The Pricing List provided is not meant to be all inclusive as an additional schedule of fees is anticipated.
Question #3	What is the percentage breakdown of payments for <ul style="list-style-type: none"> a. Card Present Transactions b. Card Not Present Transactions
Answer #3	12% card present (in-person transactions) / 88% online transactions (cards not present)
Question #4	What software is in use today, which version of the software are you using?
Answer #4	Transact is our primary cashiering system. The College also utilizes Evalon.
Question #5	What software is in use today, which version of the software are you using? <ul style="list-style-type: none"> a. Is the terminal stand-alone? <ul style="list-style-type: none"> i. If yes, what make & model? ii. How many of each terminal do you have? b. Is the terminal Semi-integrated to the software? <ul style="list-style-type: none"> i. If yes, what is the make and model? ii. How many of each terminal do you have? c. What gateway if any is used? <ul style="list-style-type: none"> i. How many of each gateway do you have? ii. Will you be keeping any of them? If so, which ones & how many? d. For the online web portal that processes payments what gateways are supported? e. What processor integrations are supported by the software, gateway/s, and terminals? f. Are any of the terminals providing P2PE validated solutions? <ul style="list-style-type: none"> i. If so, which ones? g. What is the percent of card present and card not present transactions? <p><i>Please repeat item 4 above for each software system that is in use at the College.</i></p>
Answer #5	<ul style="list-style-type: none"> a. No. Terminals are not stand alone b. Transact: Model card reader: INGENICO LANE 3000 (8 devices) and online gateway Evalon: model card reader Verifone 510-LE (9 devices) c. No. A gateway is not used d. Online portals are through Transact. e. Unknown f. None g. 12% card present (in-person transactions) / 88% online transactions (cards not present)
Question #6	1. What is the breakdown of card volume by card brand?

Answer #6	Mastercard/Visa	Discover	Amex
QTR1	2,122,670	84,370	332,600
QTR2	802,760	27,555	88,560
QTR3	1,403,000	52,275	183,600
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